



T R I B A L

# conciliation**skills**

training for front-line staff in the SEN sector



trainer's **manual**

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## Delivering successful presentations and training

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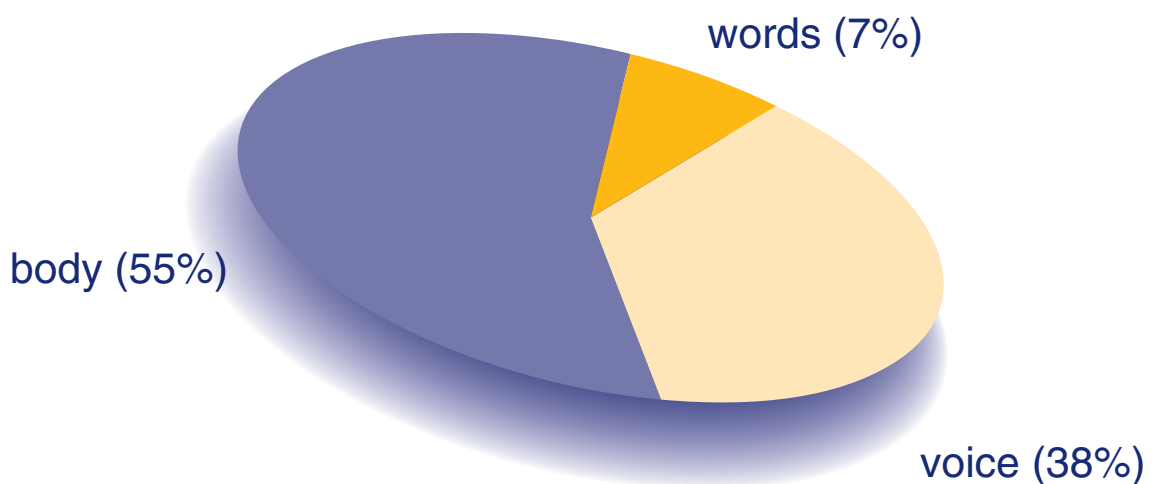
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### Elements of communication

There are three elements of communication:

- words
- voice
- body language.

In the field of communication studies, it is recognised that that the actual words are only responsible for about 7% of the impact of a message.



## How do I use eye contact?

- Eye contact helps you **really connect with people** in an audience.
- Good-quality eye contact helps you quickly **establish rapport**.
- By paying attention to individuals you **get instant feedback** on how you are coming across.
- Make sure that you make enough eye contact to connect with people, but **avoid staring** as it makes people feel uncomfortable.
- Vary your eye contact – i.e. avoid making eye contact in a set sequence; instead move more **naturally in a random order** from one person to another.
- **Move at appropriate times** e.g. as you begin a new phrase, move to a new person.
- Make sure to **include everyone** – especially those at the sides or at the back of the group.
- Learn to **develop your peripheral vision** – this helps to keep your attention out with the audience. It enables you to be much more aware of subtle, non-verbal responses from the group.

## Where should I stand?

The most influential position is **in front** of the audience **in the centre**:

- You can see everyone from here.
- Your points carry more weight from here.

Therefore deliver most of your presentation from this position. When you move from here, do so for a specific purpose.

Place any visuals, such as a screen, slightly to one side enabling you to retain the central position even when using visuals.

## How should I stand?

The way you stand immediately conveys a message to the audience.

The following assertive stance will convey **professionalism** and **confidence** to your audience:

### ■ Feet

Stand firmly with your feet about as wide apart as your hips and pointing outwards a little – this gives you a solid base.

### ■ Legs

Keep legs straight, avoid leaning to one side, or changing weight from one leg to another.

### ■ Hips

Keep your hips square and in horizontal alignment, i.e. not dropping one side or the other.

### ■ Hands

Unless you are using your hands to write on a flipchart or to gesture, just drop them by your side in a relaxed manner – avoid unnecessary fiddling movements, or playing with items such as marker pens.

### ■ Head

Hold your head up confidently enabling you to see the entire audience.

## What gestures should I use?

Two types of gesture will enable you to enhance your presentation:

■ **Visual gestures** provide the **pictures** to accompany your soundtrack. You can use your hands to illustrate concepts (e.g. large, small, precise).

■ **Kinaesthetic gestures** can enhance **feelings** of rapport they connect you to people. Open-handed, welcoming gestures link you to the group.